



**DCFS**  
**Emergency Management Plan**

**Operating Procedures**  
July 22, 2014

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# **LOUISIANA DEPARTMENT OF CHILDREN AND FAMILY SERVICES EMERGENCY MANAGEMENT PLAN**

## **1. PURPOSE**

To establish standard operating procedures for the Department of Children and Family Services (DCFS) from the point when the agency is notified of activation of the State Emergency Operations Center (EOC) by the Governors Office of Homeland Security and Emergency Preparedness (GOHSEP). In accordance with the Louisiana Emergency Operations Plan (LEOP) and Executive Order BJ 32-2008, DCFS has primary responsibility for Emergency Support Function (ESF) 6. This entails the functions of mass care, emergency assistance, housing, and human services.

## **2. SCOPE**

[DCFS Policy 1-02 Emergency Preparedness](#), indicates that the Secretary of the DCFS has overall responsibility for the emergency responsibilities assigned to DCFS. The Secretary appoints and supervises the DCFS Emergency Preparedness Director. In the event the DCFS Emergency Preparedness Director is unable to fulfill his responsibilities, the line of succession will be DCFS Emergency Preparedness Deputy Director.

The DCFS Emergency Preparedness Director will be empowered to make decisions and expend resources (personnel, materials, supplies, equipment, facilities and funds) in providing operational and technical support to state and local governments during a declared emergency/disaster incident.

The DCFS Emergency Preparedness Director, the DCFS Emergency Preparedness Deputy Director or any member of the DCFS EOC team will coordinate the emergency response activities of all DCFS Bureaus/Divisions/Sections before, during, and after a declared emergency/disaster and make decisions related to overall staff deployment. During an actual emergency/disaster, the DCFS Emergency Preparedness Director, the DCFS Emergency Preparedness Deputy Director, or a member of the DCFS EOC team, will be at the State EOC to provide updates and guidance to the Lead Area Managers (LAMS) regarding the activation and operation of shelters that fall under the responsibility of ESF 6.

The State is divided into nine (9) geographical areas, each area has sites designated as shelters or potential shelters. The shelters that fall under

the purveyance of ESF 6 and DCFS are considered to be “state responsibility”. These shelters can be designated as one of the following types: Critical Transportation Needs Shelter (CTNS), Medical Special Needs (MSNS), and Sex Offender Shelter (SOS).

These nine regions do not necessarily conform to any regions utilized by any of the Bureau/Division/Section within the Department. DCFS staff will ordinarily be assigned to shelters within the Region in which their official work domicile is located. The DCFS LAMS within each region where a shelter is located may be responsible for managing the shelter. The LAM is responsible for all plans and protocols related to the designated shelter (s) within the theater of operation / region that is considered to be theirs. This includes staff organizational charts, scheduling, planning, logistics, coordination and operations of the shelter.

### **3. GENERAL**

#### **A. Emergency Preparedness Response Levels**

To assist the DCFS team in preparation of all hazards events, the DCFS Division of Emergency Preparedness team has devised different status levels to help DCFS employees prepare. Each level brings with it the increased possibility of Louisiana being impacted, as well as the responsibilities of the DCFS team. These levels are:

##### **1) “Advise”**

There is a potential emergency or incident that has or may occur and it requires notification to all staff. This phase is to ensure situational awareness (SA) is being provided to all staff that may be impacted by the event and potential forthcoming operations.

##### **2) “Alert”**

Prior to the actual activation of the EOC, GOHSEP may telephone the various Department heads or Department Emergency Preparedness Director or Deputy Director to inform them that the EOC is on “alert.” The DCFS staff person receiving the call (should immediately advise the Secretary, Undersecretary, and other appropriate parties (Department Emergency Preparedness Director or Deputy Director and all members of the DCFS EOC team) of the situation. Additionally, the DCFS EOC staff person receiving the call from GOHSEP should also notify the LAMS in the geographical area(s) that are expected to be impacted.

If the situation escalates and the EOC is **activated**, GOHSEP will call the appropriate Agency representatives to report to the EOC. The actual DCFS staff person notified (Department Emergency

Preparedness Director or Deputy Director and all members of the DCFS EOC team) should immediately advise the Secretary, the Undersecretary and other appropriate parties (Department Emergency Preparedness Director or Deputy Director and all members of the DCFS EOC team, as necessary) that the EOC is being activated.

As the EOC can be activated outside of “normal work hours,” the DCFS EOC team should have a copy of the Shelter Contact List available at all times. All DCFS staff having responsibility for notifying staff in an emergency should also have up-to-date phone trees available at all times.

DCFS team members need to be prepared to be put on standby and begin preparations for potential activation. If they have not done so, they should finalize personal and family plans and continue to monitor communications about further activities.

**3) “Standby”**

At this level of activation, DCFS team members need to be prepared to be activated and make any final preparations needed should they be activated. If they are assigned to registration or sheltering and have prearranged plans for being out of town, they should inform their supervisor. The “Standby” status is triggered when a potential threat is expected to have a direct impact on Louisiana.

**4) “Activate”**

DCFS team members will begin operations for the emergency in the prescribed time. Operations will begin. Emergency or threat is imminent.

**B. Duty Roster**

The DCFS Emergency Preparedness Director or the DCFS Emergency Preparedness Deputy Director will establish a duty roster of key personnel trained in EOC operations and advise such personnel of their assigned hours of duty during an event. The duty roster will include sufficient personnel to maintain the EOC for 24 hours of operation for an extended period.

**C. Drill**

Staff at the EOC should take care to advise all parties contacted if the event is a staged “drill” or an actual emergency event.

#### **D. Reporting to Parish OEP Director**

Staff at the EOC will contact the proper LAM when affected parish declares a state of emergency. At that time, the LAM will assign DCFS staff to report to the Parish OEP Director (Parish LNO [Liaison Officer]). The assigned DCFS staff will assist the Parish OEP Director in keeping updated counts of the numbers of shelters opened, the shelter addresses, maximum number of clients the shelter is able to accommodate, whether the shelter is Red Cross sponsored or not, a count of shelter residents who are from out of state, and the number of DCFS staff assigned to each Shelter. DCFS Staff shall report these statistics through the LAM/Regional LNO to DCFS EOC Command Center at designated intervals as instructed (i.e. every 4 hours and sometimes every hour as directed by GOHSEP staff).

#### **E. Task List**

Following is a list of tasks, not all-inclusive, that may be undertaken by DCFS staff while on duty at the State EOC and the DCFS EOC:

- Participating in conference calls or collaborative meetings to discuss the possibility of opening Shelters;
- Notifying the appropriate DCFS LAM of the decision to activate a Shelter;
- Coordinating the opening of Parish General Population shelters with members of the Louisiana Shelter Task Force on duty at the EOC, and GOHSEP, as necessary;
- Notifying the appropriate DCFS LAM to request the deployment of DCFS staff to shelters, Local general population shelters, and/or Parish Special Needs shelters, as requested;
- Providing Situation (status) reports to GOHSEP, as requested;
- Tracking the status of shelters within the state;
- Responding to tasks assigned to DCFS by GOHSEP dealing with shelter operations;
- Providing status reports to the Secretary, Undersecretary, and other appropriate parties;
- Communicating with Shelter Coordinator counterparts in

adjacent States concerning Louisiana residents seeking shelters in their states;

- Taking action on any other task deemed necessary for the successful operation of shelters within the State and;
- Responding as necessary to carry out the Department's secondary support functions of damage assessment, emergency direction and control, information management, mass feeding, and public information.

#### **F. Emergency Support Function (ESF) 6**

The federal counterpart with relation to shelters is the Emergency Support Function (ESF) 6, Mass Care. ESF 6 has as its primary agency a non-governmental organization, the American Red Cross (ARC). ESF 6 is tasked with the responsibility of managing and coordinating food, shelter, and emergency assistance victims of a disaster, as well as operating a system to assist family reunification. There are several federal agencies providing support to the American Red Cross. Refer to the publication, *The National Response Framework*, for additional information on the functions of ESF 6. A federal representative from ESF 6 should be in attendance at the State EOC to offer any federal assistance deemed necessary.

### **4. SHELTER OPERATIONS: MEDICAL SPECIAL NEEDS SHELTERS**

#### **A. General**

A need exists to have shelters designated to receive and shelter medically dependent individuals. There are two classes of special needs patients, Category 1 and Category 2.

**Category 1** patients have acute problems needing intense medical care. When these people are evacuated from their normal home environment, they are to be admitted to a hospital.

**Category 2** patients have special needs because of medical or mental problems or problems with mobility, but are not acutely ill. Category 2 patients may require assistance with daily living activities but do not have conditions severe enough to be admitted to, or sheltered in, a hospital. Medical Special Needs Shelters (SNS) will be established for the Category 2 patients.

Parish OEPs may operate their own Special Needs Shelter and may request DCFS staff to assist with providing support personnel for such facilities.

GOHSEP has negotiated with state universities and other sites to host Regional Special Needs Shelters for Category 2 patients.

The DCFS will provide site management. DCFS will **not** provide Medical operational oversight or medical staff. The Department of Health and Hospitals (DHH) will provide the medical coordination and medical staffing for the shelters.

A triage team of DHH Personnel will determine if evacuees meet the criteria to be admitted to the MSNS before the patient is registered.

The DCFS LAMS where the MSNS is located shall be responsible for managing the shelter. These duties include the development of the specific organizational charts as well as development of a standard operating.

## **B Activation of Regional Medical Special Needs Shelter**

The GOHSEP will make the decision to open or close a Regional SNS after evaluating the facts of the event. DCFS, DHH, State Police, parish OEP officials, and other agencies may provide input in the decision-making process, but GOHSEP has the sole authority to authorize the opening or closing of a Regional SNS.

Once GOHSEP, in coordination with ESF 6 and ESF 8 make the decision to open a Shelter, the DCFS staff person on duty at the EOC, under the direction of the DCFS Emergency Preparedness Director or Deputy Director shall immediately notify the LAM designated as the LAM for that particular facility. The EOC team member should remind the LAM to follow the procedures established for the particular facility to ensure all parties are notified promptly of the need to open the shelter.

If the EOC team member is unable to locate the LAM after attempting all available contact numbers, the EOC team member should next contact one of the Assistant LAMS for that facility.

Once the EOC team member has notified at least one of the LAMS / ALAMS that the Shelter needs to be open, the EOC team member should continue attempts to contact the LAM, if time permits. This should be continued unless it has been determined that the LAM is out of the area and unavailable.

If the EOC team member is unsuccessful in locating any of the LAMS, the DCFS Emergency Preparedness Director shall be contacted. In the area where the shelter is to be opened, the Lead Shelter Manager from an adjoining area will need to be contacted.



The DCFS Emergency Preparedness Director or DCFS Emergency Preparedness Deputy Director will be responsible for assigning the lead Shelter Manager if this situation should occur.

**C. Deployment of DCFS Staff For Medical Special Needs Shelters**

The Lead Shelter Manager is responsible for ensuring that adequate staff is present at the Regional Special Needs Shelter. If a staffing problem surfaces at the shelter, the Lead Shelter Manager will contact the DCFS EOC team member. Deployment of staff from one region to another should be a decision made jointly by the DCFS Emergency Preparedness Director, Deputy Director, or other designated EOC team member in conjunction with the Secretary or Undersecretary.

**D. Closing / Stand Down Of Medical Special Needs Shelters**

Each Medical Special Needs Shelter Plan should specifically address the following issues:

- Upon directive from the State EOC, the DCFS Shelter Manager will initiate procedures to close the Medical Special Needs Shelter.
- Discharge plans and transportation home will be coordinated for each special needs individual, through DHH.
- All vendors should be contacted and notified that the shelter is closing. Records of the official notification must be kept.
- The DCFS Shelter Manager with the Admin Finance Chief will become the custodian of the DCFS shelter registration records. DHH/OPH will be the custodian of the medical records.
- The DCFS Shelter Manager through the Time Unit under the Finance/Admin Section will maintain the time & attendance records for employees who worked in the regional special needs shelter. (NOTE: DCFS Time Unit under the Finance/Admin Section in the regions will also maintain time & attendance records for all DCFS employees in the region who worked in general population shelters.) Time & attendance sheets for each individual employee are signed by the Shelter Manager and forwarded to each DCFS Bureau/Division/Section in the region as appropriate.
- The DCFS Shelter Manager with the Logistic Chief will

assure that remaining shelter supplies are maintained with the shelter 'start-up' supplies for future activation.

- De-briefing should be conducted and recorded by the DCFS Shelter Manager with the shelter operations staff before dismissing the staff.
- The university/facility should be left ready for normal operations.

## **5. SHELTER OPERATIONS FOR A MAJOR HURRICANE**

### **A. Activation of Critical Transportation Needs Shelter (CTNS)**

ESF 6, in close conjunction with GOHSEP and its sheltering stakeholders will make the decision to open or close CTNS. Some of the deciding factors include, evacuating region, declarations, population, capacities, and storm track.

Once the decision has been made to activate a shelter, the LAM will be contacted via e-mail, and telephone. This information will also be entered in the WEB EOC Shelter tracking board. All communications on opening of the shelter will be kept for historical reasons. This information is to be kept by both DCFS EP as well as the LAM in charge of the shelter. This information will go on to open a Shelter, the DCFS staff person on duty at the EOC, under the direction of the DCFS Emergency Preparedness Director or Deputy Director shall immediately notify the LAM designated as the LAM for that particular facility. The EOC team member should remind the LAM to follow the procedures established for the particular facility to ensure all parties are notified promptly of the need to open the shelter.

If the EOC team member is unable to locate the LAM after attempting all available contact numbers, the EOC team member should next contact the shelter manager and Regional Coordinator for that facility. Once the EOC team member has notified at least one of the responsible parties for opening the shelter, the EOC team member should continue attempts to contact the LAM, if time permits. This should be continued unless it has been determined that the LAM is out of the area and unavailable.

If the EOC team member is unsuccessful in locating any of the LAMS, the shelter manager, or the regional coordinator, the DCFS Emergency Preparedness Director shall be contacted. In the area where the shelter is to be opened, a Shelter Manager from an adjoining area will need to be contacted. The DCFS Emergency Preparedness Director or DCFS Emergency Preparedness Deputy

Director will be responsible for assigning the lead Shelter Manager if this situation should occur.

**B. Deployment of DCFS Staff for CTNS**

The Shelter Manager and LAM is responsible for ensuring that adequate staff is present at the CTNS. If a staffing problem surfaces at the shelter, the Shelter Manager will contact the DCFS EOC team member. Deployment of staff from one region to another should be a decision made jointly by the DCFS Emergency Preparedness Director, Deputy Director, or other designated EOC team member in conjunction with the Secretary or Undersecretary.

**C. Closing / Stand Down Of CTNS**

Each Critical Transportation Needs Shelter Plan should specifically address the following issues:

- Upon directive from the State EOC, the DCFS Shelter Manager will initiate procedures to close the CTNS.
- Discharge plans and transportation home will be coordinated for each special needs individual, through DHH.
- All vendors should be contacted and notified that the shelter is closing. Records of the official notification must be kept.
- The DCFS Shelter Manager with the Admin Finance Chief will become the custodian of the DCFS shelter registration records. DHH/OPH will be the custodian of the medical records.
- The DCFS Shelter Manager through the Time Unit under the Finance/Admin Section will maintain the time & attendance records for employees who worked in the critical transportation needs shelter. (**Note:** DCFS Time Unit under the Finance/Admin Section will also maintain time & attendance records for all DCFS employees in the region who worked in general population shelters.) Time & attendance sheets for each individual employee are signed by the Shelter Manager and forwarded to each DCFS Bureau/Division/Section in the region as appropriate.
- The DCFS Shelter Manager will assure that remaining shelter supplies are maintained with the shelter 'start-up' supplies for future activation.

- The DCFS Shelter Manager in coordination with the Department of Agriculture and Forestry, and the Department of Transportation and Development will manifest and transport clients, who are owners of pets sheltered by the Department of Agriculture and Forestry, to the pet shelter in order to allow pets and owners to return home together.
- De-briefing should be conducted and recorded by the DCFS Shelter Manager with the shelter operations staff before dismissing the staff.
- The facility should be left ready for normal operations.

#### **D. Opening General Population Shelters in Louisiana**

The situation involves a threatening Category 3, a Category 4, or Category 5 hurricane, where Louisiana or a portion of Louisiana is within the cone of error. The State will be implementing either the **SOUTHEAST** or **SOUTHWEST** Hurricane Plan, or both, depending on the area of the state the hurricane is projected to impact. The opening of general population shelters is requested by the parish and they are typically managed by the American Red Cross or other Non-Governmental Organizations or Faith Based Groups. Both of these Plans are supplements to the overall Louisiana Emergency Operations Plan (LEOP). According to these plans, the state is divided into 4 sectors: A, B, C, and D.

**SECTOR A** includes the parishes of: Avoyelles, Concordia, Catahoula, Grant, LaSalle, Natchitoches, Rapides, Sabine, Vernon and Winn.

**SECTOR B** includes the parishes of: Bienville, Bossier, Caddo, Caldwell, Claiborne, Desoto, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Red River, Richland, Tensas, Union, Webster and West Carroll.

**SECTOR C** includes the parishes of: Allen, Beauregard, East Baton Rouge, East Feliciana, Evangeline, Livingston, St. Helena, St. Landry, St. Tammany, Tangipahoa, Pointe Coupee, West Baton Rouge, West Feliciana, and Washington. (Note: The southern parts of Tangipahoa and St. Tammany, abutting Lake Pontchartrain, are considered **Risk Areas** and therefore are in Sector D, the Risk Area.)

**SECTOR D** is considered the Risk Area parishes and includes the parishes of: Acadia, Ascension, Assumption, Calcasieu, Cameron, Iberia, Iberville, Jefferson, Jefferson Davis, Lafayette, Lafourche,

Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, St. Martin, St. Mary, Terrebonne and Vermilion. NOTE: The southern parts of Tangipahoa and St. Tammany are considered risk areas.

In addition to the Southeast and Southwest Task Force Plans, there is a Hurricane Shelter Operations Plan initiated by the Host Area Parishes (those parishes that are in Sectors A, B and C).

The Southeast Hurricane Plan, the Southwest Hurricane Plan and the Shelter Operations Plan call for evacuees from the Risk Area to first be instructed to proceed to shelters in SECTOR A.

The American Red Cross (ARC) sponsors most of the general population shelters in Louisiana, located north of I-10 and I-12. Due to a mandate from the American Red Cross headquarters in Washington, D.C., ARC does not plan to open shelters below I-10 or I-12 in the event of an impending hurricane. Shelters opened south of I-10 and I-12 will be opened primarily at the discretion of the Parish OEP Director and will be managed under the auspices of the parish OEP office or other non-ARC agencies. DCFS personnel may be requested by the parish OEP to assist in shelter operations.

The decision to open shelters in a particular parish is the sole responsibility of that Parish. The Parish OEP Director in consultation with the chief elected official of that Parish makes all decisions on which shelters in that parish will be opened. They may open shelters upon the request of the GOHSEP or on the request of the sponsoring agency (such as American Red Cross). This does not cover spontaneous/independent shelters (such as church sponsored shelters) that are opened from time to time without the knowledge of the Parish or GOHSEP.

The primary representative of the Shelter Task Force is in frequent communication with Host Area Parishes and participates in conference calls with the GOHSEP and Parish OEP Directors. A DCFS EP Team member will also participate in these conference calls.

In the event that DCFS is asked to “open” a shelter, the procedure is to conference with the American Red Cross representative on duty at the State EOC and the representative of the Shelter Task Force on duty at the State EOC or on call to the State EOC. If the ARC has a shelter(s) already open in that particular geographical area, the DCFS team member will advise the party who asked to have a shelter “open” of the shelter that is already open.

If there is not a shelter already open in the particular geographical

area, and the Shelter Task Force representative concurs there is a need for a shelter to be opened in a certain area:

- 1) The Task Force representative will contact the respective Parish OEP director.
- 2) The Parish OEP director will follow through with the request to open a shelter(s) by contacting the appropriate shelter sponsor in the parish, i.e. the ARC, the School Board, parish governmental employees, etc.
- 3) The DCFS EP team member should ask the Shelter Task Force representative to report to DCFS when the shelter has been opened in order that the information may be relayed to the initiator of the request.

In some instances, a shelter sponsor will make an independent decision to open shelters. This is especially true of the American Red Cross (ARC). When the ARC decides to open shelters in an area, the ARC will follow its pre-established procedures with regards to coordination with the Parish OEP directors. These shelters SHOULD be tracked on the WEB EOC Shelter Tracking Board. This information shall be entered into the system by an ARC representative. DCFS will learn of these shelters from the ARC representative in the EOC. It is important that DCFS have the ability to track shelters during an event. This is accomplished with information reported from Parish OEP Emergency Operations Centers, the shelter sponsor, and any other reporting entity involved in the shelter operations. If a Parish OEP is unaware of a shelter in the parish, the Parish OEP will not be able to obtain information on the shelter and consequently, the shelter will not be tracked during the event.

In some instances, a Parish OEP director may decide, independent from GOHSEP, to evacuate his parish and will contact the DCFS Desk at the EOC asking that shelters be opened outside his parish for his residents. The Parish OEP director should be instructed to phone the main number of GOHSEP to discuss this with GOHSEP. From that point, GOHSEP should refer the Parish OEP director to the Shelter Task Force representative at the State EOC.

#### **E. Shelters in Adjacent States**

GOHSEP will coordinate the sheltering operation and requests for shelters to be opened in adjacent states. However, GOHSEP may request the DCFS Emergency Preparedness Coordinator or team member to work with the host states. DCFS has identified out of state LNO's to represent Louisiana evacuees within the host state(s).

GOHSEP will be responsible for all billeting and arrangements for life support for DCFS LNO's.

If GOHSEP requests DCFS assistance with coordinating and opening out of state shelters, GOHSEP will provide the needed contact information. The Shelter Task Force representative should be informed of any action taken to open out of state shelters.

## **6. SHELTER OPERATIONS IN A NON-MAJOR CATASTROPHIC EVENT**

The SECTOR Sheltering Plan outlined above is to be utilized in a large-scale evacuation with a possible slow-moving Category 3, a Category 4 or Category 5 hurricane. In the event of a small hurricane (Category 1, Category 2 or a fast-moving Category 3) or some other disaster, such as flooding, forest fire, tornado or nuclear accident, sheltering will take place in or near the area impacted. The Sheltering Plan will not be initiated in such situations unless a Parish orders evacuations outside that Parish's boundary.

DCFS has adopted special procedures with regard to nuclear accidents. Refer to item number 8 below.

## **7. SHELTER OPERATIONS FOR PARISH SPECIAL NEEDS SHELTERS**

The Parish OEP Director should route any request for staffing, food, materials, through the State EOC with a Conference call. DCFS will supply staff, as available, to work in Parish Special Needs Shelters.

## **8. SHELTER OPERATIONS/PROCEDURES FOR A NUCLEAR ACCIDENT**

There are two nuclear plants in Louisiana: Riverbend at St. Francisville and Waterford at Taft. Additionally, an event at the nuclear plant in Port Gibson, Mississippi (Grand Gulf), could potentially impact Louisiana residents of Tensas, Madison and Concordia Parishes, depending on the severity of the accident and the wind direction.

Emergency Classification Levels:

**Notification of Unusual Event:** A problem has arisen that is being handled by plant workers.

**Alert:** There is an event that could affect plant safety. Even though there is still no danger to the public, local and state officials may activate the EOCs in case the situation deteriorates. At this point, probably only GOHSEP employees will be at the state EOC; DCFS and other state agencies would be put "on alert".

**Site Area Emergency:** The event could possibly affect the public. The

public is advised to listen to radios/televisions for information and instructions. DCFS would probably be asked to report to the state EOC.

**General Emergency:** Most serious. If necessary, some areas would be evacuated and/or sheltered. Sheltering may be “in place” sheltering that means the public is asked to stay indoors and turn off air conditioners.

Once an evacuation order has been issued for an area impacted by the event, the evacuees are directed to a **reception center**. The reception center is a facility located well beyond any danger where evacuees are registered, checked for radiation and sent to a shelter, if needed. Note: Evacuations are not arbitrarily ordered for all parishes surrounding a nuclear facility; areas to be evacuated are largely determined based on the severity of the incident, the weather conditions and the wind direction/velocity.

Reception centers for the Riverbend facility are the Riverside Centroplex for evacuees from East and West Feliciana Parishes and East Baton Rouge Parish. The LSU Field House will be utilized for evacuees from West Baton Rouge Parish and Pointe Coupee Parish.

Louisiana reception centers for the Grand Gulf facility include the Ferriday High School (Concordia Parish) and Tallulah High School (Madison Parish).

The reception centers for Waterford in Taft, Louisiana are; Southeastern Louisiana University in Hammond, Bonabel High School in Metairie, Nichols State University in Thibodaux and Worley Junior High School in Westwego. Depending on the progression of the situation, the DCFS EOC team may not be activated at the time of the event. For several years, the Parish OEP directors in parishes potentially impacted by a nuclear accident have had plans in place to respond to the event. These plans usually call for the Parish OEP director to call the OFS Parish Manager to request the Parish Manager to report to the Parish EOC and for OFS staff to be deployed to the reception center and possibly to shelters.

**Reminder:** The usual procedure is that the request for DCFS staff must be channeled through GOHSEP in the form of a resource request. GOHSEP will then task ESF 6. DCFS will analyze the request and formulate a course of action. This will occur utilizing the current state accepted emergency management software (2009 WEB EOC).

## **9. TRACKING OF SHELTERS**

DCFS is also charged with the responsibility of tracking shelters—knowing which shelters are open, the capacity of each shelter and the number of evacuees in the shelter, whether the shelter is Red Cross sponsored, and the number of out-of-state evacuees in each shelter. Tracking is



accomplished in the State EOC using information provided to the DCFS Emergency Preparedness Team or EOC team by Parish OEP directors/DCFS Regional Coordinators, LAMS, or LNO's located in the Parish EOCs.

In the event DCFS receives a report of a shelter being opened that has not been reported by the parish as being opened, DCFS should strive to verify that the shelter is open and the status of the shelter. Reports such as this can come from the ARC or other source. Verification of the shelter's status should be requested from the appropriate Parish OEP. If the DCFS EOC team member doing the tracking is unable to phone the Parish OEP for assistance, a member of the Shelter Task Force on duty at the EOC should be asked to accept the task.

Having a DCFS Parish LNO at the Parish EOC will facilitate timely and accurate reporting of number of shelters open, location of shelters, and number of shelter residents in each shelter, whether the shelter is Red Cross sponsored, and the number of out-of-state evacuees in each shelter. DCFS is responsible for processing all updated information on shelters, including adding any newly identified shelters not previously included in the on-line Shelter Directory.

Current information must be provided to GOHSEP on the statewide status of shelters as often as requested, including but not limited to the following times:

- Daily Shift Change Briefings, **usually** at 6:00 A.M. & 6:00 P.M.
- Daily Situation Reports prepared for the Governor & news media.
- Tracking of shelters should be accomplished with information reported by the DCFS LAM, Regional Coordinator or designee.
- Reports on shelter statistics will be more frequent (maybe even hourly) during the 'ramp-up' phase of a disaster. When the situation is stabilized, shelter statistic reports will move to a 4-hour schedule.
- The time-line requirement for reporting is set by GOHSEP Operations. DCFS State EOC Staff will comply with such requests.
- Tracking of any parish Special Needs Shelter will be accomplished with information reported by the Parish OEP director, as the case with General Population Shelters.

## **10 TRACKING THE NUMBER OF DCFS STAFF WORKING IN SHELTERS**

DCFS Shelter Managers or their designees will be responsible for knowing the number of staff on duty at each shelter. Records should be updated at shift change to show the total staff on duty for each shelter. This is to include General Population Shelters, Parish Special Needs Shelters, and Regional Special Needs Shelters, Parish EOCs and Shelter Information Points.

## 11. ADDITIONAL DUTIES OF DCFS EOC TEAM MEMBERS

Individual time sheets should be maintained, signed by the EOC Operations Chief and forwarded to the DCFS Human Resources Section at least weekly according to procedure.

### A. Mission Requests / Tasking

A mission tasking is an official action tasking from the GOHSEP to a specific agency or ESF.

It is received on the Emergency Management Communication System (using WEB EOC software) and assigned by GOHSEP to a specific agency, usually to resolve a problem or situation relating to that agency's primary responsibility, which for DCFS are shelter operations. Some Tasks are for informational purposes only and require no action. All communications and tasks will be documented and put in a binder corresponding to the specific incident.

Examples of tasks that DCFS may receive as the agency having primary responsibility for Shelter Operations include:

- A shelter needs cots, food, utensils, etc.
- Riot control is needed in a shelter because of fighting amongst the evacuees.
- A parish reports that an EAS (Emergency Alert System) is broadcasting erroneous information about a shelter in the parish.

Problem solving will mean that DCFS may frequently need to solicit the assistance of other agencies and/or organizations with primary or secondary responsibility for the specific problem to be solved.

This will involve being familiar with and referring to the **Emergency Function & Responsibility Chart** found in the State Emergency Operations Plan. A copy of this Chart can also be found in the DCFS binder that is maintained at the State EOC.

If the problem involves an ARC sponsored shelter, the situation should be discussed with the ARC representative at the State EOC to determine if the problem is a factual one or simply the result of rumors. If there is indeed a problem, DCFS will work with the ARC representative to resolve the problem.

An example of a problem requiring coordination with other agencies would be if an ARC shelter has run out of food and has no resources available to obtain additional food. It would be appropriate to E-mail a message to the Louisiana Workforce

Commission representative at the EOC asking if that agency, whose primary responsibility is MASS FEEDING, could deliver food supplies to the shelter. If LWC could not assist, the DCFS EOC team member would then solicit assistance from the agencies having secondary responsibility for MASS FEEDING. In this particular situation, according to the “Emergency Function & Responsibility Chart”, the next most logical entity with secondary responsibility for MASS FEEDING would be “Volunteer Organizations”. There will be a “VOAD” representative at the State EOC who represents a coalition of volunteer agencies that assist with emergency preparation and response. The VOAD representative might be able to coordinate supplying food for the shelter.

It is important to remember to **seek the assistance and guidance of GOHSEP when necessary**. There are no hard and fast rules in responding to task requests. Collaboration with other agencies or organizations is often the key to solving the problem. **Always** consult with GOHSEP before approaching any representative of the federal government for assistance. The federal government is utilized only after the resources of the local and state governments have been exhausted.

Once a task has been completed, update the system to indicate what was done to resolve the problem.

If a task has been erroneously routed to DCFS, denote this on the task on the computer and provide feedback as appropriate.

## **B. Situation Reports**

A member of the DCFS EOC team will be asked by GOHSEP to report the status of shelters, (which includes local and parish general population shelters (both Red Cross and non-Red Cross sponsored shelters), parish Shelters, MSNS, CTNS, and SOS. Reports will include the number of DCFS staff deployed in these shelters, the capacity of each shelter, number of persons being sheltered in each shelter, number of out-of-state persons being sheltered in each shelter, whether the shelter is Red Cross sponsored or not, etc..

Situation reports are requested by GOHSEP at various times. The reporting requirements will be more frequent during the initial evacuation and once things stabilize generally every four hours.

## **C. Duty Log**

The Operations Officer for GOHSEP may require a sign in log for each shift. DCFS EOC Team members will sign in as required.

#### **D. Activity Log**

To facilitate the transition between shifts, DCFS EOC Team members should keep an activity log. This log will be given to the next DCFS staff at the start of the next shift. Copies of activity logs are to be given to the DCFS Emergency Preparedness Director or Deputy Director at the conclusion of the event. The activity logs document significant activity and on-going tasks assigned to DCFS.

### **12. AFTER DISASTER COORDINATION OF SERVICES**

After any Federally Declared Disaster DCFS will be responsible for maintaining all DCFS services that were in place for citizens of Louisiana prior to the disaster. When criteria are met for DCFS to provide 'after disaster services' such as replacement food stamps or emergency food stamps, DCFS will assign staff to assure these services are provided in the impacted area(s). These 'after disaster services' will be coordinated with the GOHSEP. DCFS, if requested, may provide a liaison officer to be located in each of the Disaster Recovery Centers (DRCs) that are set up by FEMA in coordination with the GOHSEP. These Centers will be set up in or as close to the disaster area(s) as possible so necessary services can be provided to the disaster victims as quickly as possible.

### **13. CLOSING**

The process of tracking statistics and reporting will continue until the last shelter is deactivated.

Following an event there will be a debriefing by the GOHSEP. There will be an assessment of how the entire operation functioned, including what worked well and what did not. The after action debriefing at GOHSEP will aid in the planning for future emergencies.

DCFS will schedule an after action meeting for DCFS Executive Staff, DCFS Emergency Operations Staff, and DCFS Regional Managers statewide following an event. DCFS will obtain input from each region and make adjustments to the DCFS Emergency Management Procedures and/or the [DCFS Policy 1-02 Emergency Preparedness](#) as appropriate.